Entry of Amendment Under 37 C.F.R. §1.116:

Applicants request entry of this Rule 116 Response because it is believed that the amendment of claims 1-3, 5, and 8-12 puts this application into condition for allowance. The amendments were not earlier presented because the Applicants believed in good faith that the cited prior art did not disclose the present invention as previously claimed.

The Manual of Patent Examining Procedures sets forth in Section 714.12 that "any amendment that would place the case either in condition for allowance or in better form for appeal may be entered." Moreover, Section 714.13 sets forth that "the Proposed Amendment should be given sufficient consideration to determine whether the claims are in condition for allowance and/or whether the issues on appeal are simplified." The Manual of Patent Examining Procedures further articulates that the reason for any non-entry should be explained expressly in the Advisory Action.

OBJECTION TO THE ABSTRACT

In item 2 on page 2 of the Office Action, the Examiner objected to the abstract for the reasons set forth therein. In view of the amendments to the abstract presented herein, the objection to the abstract should be resolved.

Rejection Under 35 U.S.C. §103

In items 5 and 6 on pages 3-8 of the current Office Action, the Examiner rejected claims 1-14 under 35 U.S.C. § 103(a) as being unpatentable over Angotti et al. (U.S. Patent No. 6,182,059). Applicants respectfully traverse these rejections for the reasons presented below.

Claim 1 of the present invention recites, as amended, a business support system having "service request production means for producing service information request data, in a predetermined form for one of a plurality of external processing systems having different protocols, in response to a request of a user from a terminal apparatus used by the user, the terminal apparatus being one of a plurality of different communication means; data form conversion means for converting the form of the service information request data produced by the service request production means into a form that can be processed by the external

processing system and also for converting service information provided from the external processing system ..." Independent claim 8 recites similar language.

The present invention provides an advantage in that the user may access various external processing systems using the most convenient media without the need to know procedures for accessing each one of the external processing systems. Thus, the business support system of the present invention provides timely and up-to-date information to users, which improves customer service and satisfaction, without requiring a large amount of time and expense to integrate the various existing external processing systems.

The Angotti reference relates to automatically interpreting an electronic message by receiving the electronic message from a source, interpreting the message using a rule base and case base knowledge engine, and classifying the message as a message that can be responded to automatically or as a message requiring assistance from a human operator. Predetermined responses are retrieved from a repository for automatic delivery to the source. See Angotti at abstract.

The Angotti reference does not disclose that data requested by a user are obtained from an external processing system, such as a bank settlement system host computer 200, a data warehouse database 300, and a securities firm host computer 400, as illustrated in the embodiment of the present invention shown in Figures 2 and 3. The automatic electronic message interpretation and routing system of Angotti is not connected to a plurality of external processing systems, as can be seen from Figure 1 of Angotti. Accordingly, e-mail messages from a user are not converted in Angotti into a form that can be processed by an external processing system. Thus, even if all of the information delivery functions of Angotti are automated, such a modification would not realize the present invention.

Therefore, it is submitted that independent claims 1 and 8 patentably distinguish over the prior art. As for the dependent claims, claims 2-7 and 12 depend from claim 1, and claims 9-11, 13, and 14 depend from claim 8, and are patentable over the prior art for at least the reasons discussed above.

Therefore, Applicants submit that claims 1-14 patentably distinguish over the prior art. Accordingly, Applicants respectfully request reconsideration and withdrawal of the rejections under § 103.

New Claims

Claims 15-17 are newly added with this response to alternatively define the present invention. Independent claim 15 recites a "system connecting to one or more processing systems having different protocols and to a plurality of terminal apparatuses used by users, ... the system comprising: ... each data access routine issuing a data item request to obtain the contents of the one of the data items from the processing system storing the contents, ...; data item request protocol converting means for converting the data item request ... into a protocol used for data exchange between the processing system receiving the data item request and the terminal apparatus of the user, ...; and information sending means for sending information corresponding to the request to the terminal apparatus of the user, the information being generated based on the contents of the one of the data items sent from the processing system." Independent claim 16 recites similar language.

Independent claim 17 recites "...service channel determining means for determining a providing means for providing service information to the users depending on the success rate of the monitored sales campaign."

These features are not taught or suggested by the cited reference. Thus, for at least the reasons presented above, Applicants submit claims 15-17 patentably distinguish over the prior art. Accordingly, Applicants respectfully request allowance of the new claims.

CONCLUSION

In accordance with the foregoing, it is respectfully submitted that all outstanding objections and rejections have been overcome and/or rendered moot, and further, that all pending claims patentably distinguish over the prior art. Thus, there being no further outstanding rejections, the application is submitted to be in condition for allowance, which action is earnestly solicited.

If there are any formal matters remaining after this Response, the Examiner is requested to telephone the undersigned to attend to these matters.

Finally, if there are any additional fees associated with filing of this Response, please charge the same to our Deposit Account No. 19-3935.

Respectfully submitted,

STAAS & HALSEY LLP

Date: 5/22/03   By: _____
                                       Christine Joan Gilsdorf
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VERSION WITH MARKINGS TO SHOW CHANGES MADE

IN THE ABSTRACT

Please **AMEND** the abstract as follows:

A business support system [according to the present invention produces] producing service information request data for an external processing system in a predetermined form in response to a request from a terminal and [converts] converting the form of the service information request data [so produced] into a format that can be processed by the external processing system[, and also converts]. The service information provided from the external processing system in response to [said] the service information request data is converted into [said] the predetermined format[, and further provides the] . The service information converted to the predetermined format is provided to the terminal originating the request. According to the present invention, [latest] the most recent information processed by an existing external processing system [can be] is provided to a user terminal and information [can be] is exchanged between the user terminal and the external processing system.

IN THE CLAIMS

Please **AMEND** the following claims:

1. (TWICE AMENDED) A business support system comprising:
service request production means for producing service information request data, in a predetermined form for [an] one of a plurality of external processing [system] systems having different protocols, in response to a request of a user from a terminal apparatus used by the user, [said] the terminal apparatus being [a] one of a plurality of different communication means;
data form conversion means for converting the form of the service information request data produced by the service request production means into a form that can be processed by the external processing system and also for converting service information provided from the external processing system in response to [said] the service information request data into [said] the predetermined form; and

service information providing means for providing the service information converted into the predetermined form by the data form conversion means to the terminal apparatus originating the request for the service information.

2. (TWICE AMENDED) The business support system as claimed in claim 1, further comprising:

sales campaign monitoring means for monitoring the effectiveness of a sales campaign based on the service information provided to [customers] users; and

service information determining means for deciding which type of service information should be provided to [customers] users depending on the effectiveness of the monitored sales campaign.

3. (ONCE AMENDED) The business support system as claimed in claim 2, further comprising service channel determining means for determining a providing means for providing service information to the [customer] users depending on the success rate of the monitored sales campaign.

5. (ONCE AMENDED) The business support system as claimed in claim 1, wherein [said] the plurality of different communication means [include] comprises a telephone, a facsimile machine, and a computer terminal.

8. (ONCE AMENDED) A business support system comprising:

a service request production unit producing service information request data, in a predetermined form for [an] one of a plurality of external processing [system] systems having different protocols, in response to a request of a user from a terminal apparatus used by the user, [said] the terminal apparatus being a one of a plurality of different communication [unit] units;

a data form conversion unit converting the form of the service information request data produced by the service request production unit into a form that can be processed by the external processing system and also for converting service information provided from the external processing system in response to [said] the service information request data into [said] the predetermined form; and

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a service information providing unit for providing the service information converted into the predetermined form by the data form conversion unit to the terminal apparatus originating the request for the service information.

9. (ONCE AMENDED) The business support system as claimed in claim 8, further comprising:

a sales campaign monitoring unit monitoring the effectiveness of a sales campaign based on the service information provided to [customers] users; and

a service information determining unit deciding which type of service information should be provided to [customers] users depending on the effectiveness of the monitored sales campaign.

10. (ONCE AMENDED) The business support system as claimed in claim 9, further comprising a service channel determining unit [determining a providing unit for] providing service information to the [customer] users depending on the success rate of the monitored sales campaign.

11. (ONCE AMENDED) The business support system as claimed in claim 10, further comprising an adjusting unit ensuring that no one [providing unit for] service channel providing service information determined by the service channel determining unit is overloaded.

12. (ONCE AMENDED) The business support system as claimed in claim 1, wherein [said] the plurality of different communication [unit include] units comprises a telephone, a facsimile machine, and a computer terminal.

Please **ADD** the following new claims:

15. (NEW) A system connecting to one or more processing systems having different protocols and to a plurality of terminal apparatuses used by users, and providing information to a user in response to a request from the user, the system comprising:

request receiving means for receiving the request from the user through a corresponding terminal apparatus;

data requesting means for requesting, in response to the request received from the terminal apparatus of the user, contents of one of a plurality of data items of user information;

access routine activating means for referring to item definitions relating the plurality of data items to corresponding data access routines, each data access routine issuing a data item request to obtain the contents of the one of the data items from the processing system storing the contents, and for activating the data access routine corresponding to the one of the data items of the user information requested by the data request means;

data item request protocol converting means for converting the data item request, issued by the data access routine activated by the access routine activating means, into a protocol used for data exchange between the processing system receiving the data item request and the terminal apparatus of the user, and for sending the data item request to the processing system; and

information sending means for sending information corresponding to the request to the terminal apparatus of the user, the information being generated based on the contents of the one of the data items sent from the processing system.

16. (NEW) A system connecting to one or more processing systems having different protocols and to a plurality of terminal apparatuses used by users, and providing information to a user in response to a request from the user, the system comprising:

request receiving means for receiving the request from the user through a corresponding terminal apparatus;

user information record managing means for managing a record area for recording contents of data items related to the user, the contents being obtained from one of the processing systems;

data requesting means for requesting, in response to the request received from the terminal apparatus of the user, contents of one of the data items of user information;

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access routine activating means for referring to item definitions relating the plurality of data items to corresponding data access routines, each data access routine issuing a data item request to obtain the contents of the one of the data items from the processing system storing the contents, and for activating the data access routine corresponding to the one of the data items of the user information requested by the data request means;

data item request protocol converting means for converting the data item request, issued by the data access routine activated by the access routine activating means, into a protocol used for data exchange between the processing system receiving the data item request and the terminal apparatus of the user, and for sending the data item request to the processing system; and

information sending means for storing the contents of the one of the data items to a corresponding item area in the record area and for sending information corresponding to the request to the terminal apparatus of the user, the information being generated based on the contents of the one of the data items sent from the processing system.

17. (NEW) A business support system comprising:

service request production means for producing service information request data in a predetermined form for an external processing system in response to a request of a user from a terminal apparatus used by the user, the terminal apparatus being one of a plurality of different communication means;

data form conversion means for converting the form of the service information request data produced by the service request production means into a form that can be processed by the external processing system and also for converting service information provided from the external processing system in response to the service information request data into the predetermined form;

service information providing means for providing the service information converted into the predetermined form by the data form conversion means to the terminal apparatus originating the request for the service information;

sales campaign monitoring means for monitoring the effectiveness of a sales campaign based on the service information provided to users;

service information determining means for deciding which type of service information should be provided to users depending on the effectiveness of the monitored sales campaign; and

service channel determining means for determining a providing means for providing service information to the users depending on the success rate of the monitored sales campaign.